

COLORADO

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Colorado Consumers = 6,481



Fraud Complaints from Colorado Consumers = 3,821

Top Fraud Complaint Categories for Colorado Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	871	23%
2	Internet Services and Computer Complaints	437	11%
3	Advance-Fee Loans and Credit Protection/Repair	372	10%
4	Shop-at-Home/Catalog Sales	330	9%
5	Foreign Money Offers	303	8%

¹Percentages are based on the total number of fraud complaints from Colorado consumers (3,821).

Amount Paid Reported by Colorado Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
3,821	\$4,409,401	3,098	81%	\$1,423

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Colorado consumers (3,098). One consumer reported an amount paid of \$1 million.

Top Colorado Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Denver	517
Colorado Springs	481
Aurora	252
Littleton	182
Boulder	155



Identity Theft Complaints from Colorado Victims = 2,660

Identity Theft Types Reported by Colorado Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	937	35%
2	Bank Fraud	559	21%
3	Phone or Utilities Fraud	506	19%
4	Employment-Related Fraud	350	13%
5	Government Documents or Benefits Fraud	224	8%
6	Loan Fraud	154	6%
	Other	494	19%
	Attempted Identity Theft	180	7%

¹Percentages are based on the 2,660 victims reporting from Colorado. Percentages add to more than 100 because approximately 23% of victims from Colorado reported experiencing more than one type of identity theft.

Top Colorado Identity Theft Victim Locations

Victim City	No. of Victims
Denver	551
Colorado Springs	270
Aurora	206
Littleton	125
Lakewood	103